

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(3)
Balance Review	(b)(3)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(3)						
AWG Accounts						
(b)(3)						
LVCs						
(b)(3)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(3)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(5/4)
Balance Review	(5/4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(5/4)						
AWG Accounts						
(5/4)						
LVCs						
(5/4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(5/4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(5)
Balance Review	(b)(5)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
(b)(4)						
(b)(4)						
LVCs						
(b)(4)						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES



QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(7)
Balance Review	(b)(7)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(7)						
AWG Accounts						
(b)(7)						
LVCs						
(b)(7)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(7)						

REVIEW SAMPLES

QC Sample	Total Number	Sample	Errors	Description of Errors	Corrective Action	(b)(3)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(3)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample	Errors	Description of Errors	Corrective Action	(b)(7)(D)
Balance Review	(b)(7)(D)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(7)(D)						
AWG Accounts						
(b)(7)(D)						
LVCs						
(b)(7)(D)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(7)(D)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

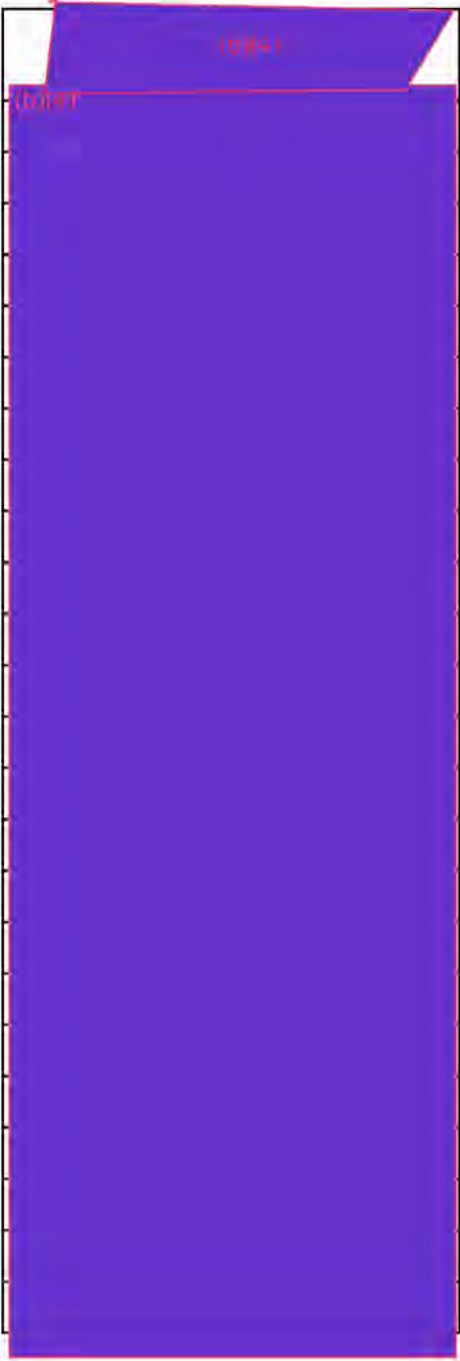
REVIEW SAMPLES

AG597

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action
Phone Calls Attempted					
Borrower Contacts					
Borrower Call-Ins					
Correspondence					
AWG Accounts					
LVCs					
Death Resolutions					
Disability Resolutions					
Bankruptcy Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					

REVIEW SAMPLES





QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

AG597

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

AG597

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
AWG Accounts						
LVCs						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(6)
	(b)(3)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(3)						
AWG Accounts						
(b)(3)						
LVCs						
(b)(3)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(3)						

REVIEW SAMPLES



QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
						(b)(4)
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors Found #	Description of Errors	Corrective Action	(b)(4)
	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

REVIEW SAMPLES

QC Sample	Total Number	Sample Size	Errors	Description of Errors	Corrective Action
	(b)(4)				
Phone Calls Attempted					
Borrower Contacts					
Borrower Call-Ins					
Correspondence					
(b)(4)					
AWG Accounts					
(b)(4)					
LVCs					
(b)(4)					
Death Resolutions					
Disability Resolutions					
Bankruptcy Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					
(b)(4)					

REVIEW SAMPLES



